



The 3 Rules

EVERY ERP SOFTWARE
CUSTOMER SHOULD KNOW

BY ADAM GRABOWSKI
GLOBAL SHOP SOLUTIONS, DIRECTOR OF MARKETING

MANUFACTURING IS CHALLENGING.

No matter what part you are manufacturing, it takes guts, grit, dedication, and passion to be successful.

The job of any ERP software provider is to help every customer simplify their manufacturing™. **Global Shop Solutions** has been doing just that – simplifying your manufacturing - for thousands of manufacturers in nearly 25 countries and 20 industries for over 40 years. In fact, we have more successful customers than anyone else in the field (nearly 150 **case studies** and 150 customer testimonials).

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Why? The answer is actually pretty simple. A large number of our new customers join the Global Shop Solutions family with experiences from one of the “other guys”; and after implementation typically let us know the biggest difference is they use and are successful with the entire system – from quote to cash. Every department within their manufacturing business has been impacted by the ERP system, not just one. And that adds up to one beautiful thing – return on your ERP investment (and psst, more profits).

How do we get manufacturers to become successful with the entire ERP system? With 3 simple rules.

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KNOW WHAT YOU HAVE AND USE IT

ONE OF THE BIGGEST REASONS A MANUFACTURER TURNS TO ERP SOFTWARE IS DATA.

They want data about their business that doesn't exist, or they want truthful data instead of a best guess. You can't manage what you don't know. In order to get the data, you need to know what software is available for you to use and then you must use it.

The most successful ERP software customers are aware – they pay attention. They read the emails, read the newsletter, participate in an assortment of training events offered to them through year, and as a result, they know all the great software modules that are available to them (with the vast majority included in their original purchase).

What software modules do Global Shop Solutions customers own? A lot. Let's look at the list on the next page. ERP success starts with knowing what is available and using all the modules, not just a few, to manage your business.



THE MOST SUCCESSFUL
ERP SOFTWARE CUSTOMERS
PAY ATTENTION.

Shop Management	Manage your shop in real-time with accurate data.
Planning and Scheduling	Improve customer satisfaction by keeping all your projects on task and on time
CRM	Efficiently manage business relationships and effectively interact with prospects and customers.
Inventory	Reduce manufacturing costs through simplified material tracking.
Sales	Increase your sales conversion rates with improved efficiency and leaner processes.
Accounting	Manage business finances easier with a system integrated with inventory, purchasing and sales.
Quality Control	Customizable codes and reporting gives quality management the data they need.
Shop Floor Data Collection	Increase productivity with accurate time tracking on the shop floor.
Preventative Maintenance*	Provide visibility and full documentation of scheduled preventative maintenance.
Project Management	Meet your budget and deadlines with tools designed for a winning team.
GAB – Customizable ERP*	Create custom applications, enhance screens and automate tasks.
Document & Training	Simplify process documentation tracking and maintain manufacturing quality certifications.
Label Printing	Quickly print all your inventory bin labels, mailing labels and shipping labels.
EDI	Meet the technology expectations of customers with single-entry data.
eCommerce	Increase efficiency and accuracy by conducting transactions online safely and securely.
Nesting Interface	Reduce shop waste, use material effectively, and save time with real-time machine data.
Product Configurator*	Enable prospects, customers, or employees to configure products based on predefined options.
CAD Interface*	Seamless integration with popular design packages such as AutoCAD®, SolidWorks®, Solid Edge™, Inventor®, and more.
Mobile CRM	Manage your business contacts and critical business data from any device.
Paperless Software	Cover your entire shop floor and field personnel and be assured of fast, accurate, online data.
Business Intelligence	Monitor your manufacturing health and make better decisions with accurate data.
Version Management*	Group-based security to manage document version and permissions.
Document Control	Allows you to attach all types of files to transactions within the ERP system.
Company Messaging	Automatically inform customers, vendors or employees when selected events occur.
Key Performance Indicators – KPIs*	Compile manufacturing best practice key performance indicators.
Websites for Manufacturers*	Get a great looking website and see your business across the Internet.
Shop Floor Display: True View*	View the latest work orders being completed on work centers as it happens in real-time.
Job Costing Accounting: FLOOM	Breakdown your finished goods costs to determine individual costing components.
RFID	Use the latest technology to make routine tasks like clocking in and out uncomplicated.

**May require no cost or low cost setup, training, or additional licensing.*

IN ADDITION TO THE SOFTWARE MODULES ON THE PREVIOUS PAGE, GLOBAL SHOP SOLUTIONS CUSTOMERS HAVE ACCESS TO THE APPLICATION RESOURCE CENTER (ARC), WHICH PROVIDES OUR CUSTOMERS NEARLY 1,500 CUSTOM APPLICATIONS AND REPORTS FOR DOWNLOAD FREE OF CHARGE.

Global Shop Solutions customer **Auger Fabrication, Inc.** knew that our ERP software was the right choice for their manufacturing business. Executive Vice President Eric Edginton said:

WHAT REALLY SEALED THE DEAL FOR US WAS THE SOFTWARE'S ABILITY TO ADAPT TO THE WAY WE DO BUSINESS. OUR PRODUCTION FLOW AND CUSTOMER DEMAND DIFFER FROM MOST MANUFACTURERS, AND DURING THE ON-SITE DEMO THE GLOBAL SHOP SOLUTIONS SALES TEAM SHOWED US HOW WE COULD TAILOR THE SYSTEM TO FIT THE WAY WE OPERATE.

If you're an ERP software customer that does know what you own and how to use it, you should be able to scream yes to the following 4 questions. And if you can't, then you need more training and implementation.

- 1 DO YOU KNOW YOUR COSTS?**
- 2 DO YOU KNOW YOUR INVENTORY?**
- 3 CAN YOU FLOW YOUR INVENTORY AND OPERATIONS DATA TO AN ACCURATE FINANCIAL STATEMENT?**
- 4 DO YOU HAVE REAL-TIME LABOR AND MATERIAL DATA FROM THE SHOP FLOOR?**

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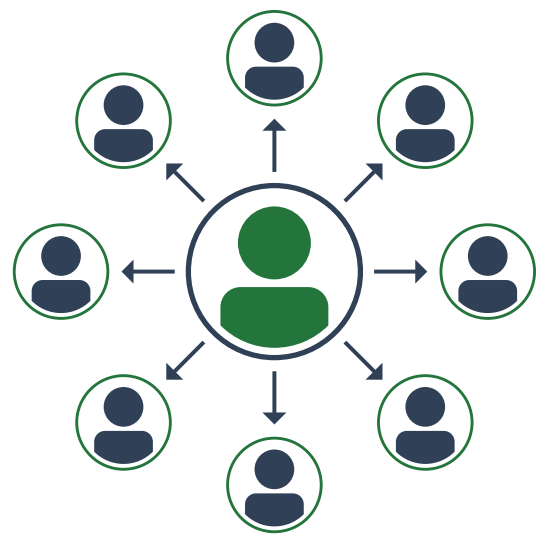
HOW YOU START MATTERS

CHANGE ISN'T EASY.

A manufacturer's success or failure with ERP can typically be traced back to two things – did they pick the right software for their needs and/or did the entire company buy in during implementation?

No one knows your business better than you do and the team (not person) working with you through your implementation should be experts in software and manufacturing. Your implementation team should have the same passion for your success as your team does. The goal of an implementation is not to simply go live, but to accomplish the following 5 goals:

- 1 **ACCURATE INVENTORY**
- 2 **ACCURATE COSTING**
- 3 **ACCURATE FINANCIAL STATEMENT WITH OPERATIONS DATA**
- 4 **ACCESS TO OPERATIONS DATA IN REAL-TIME**
- 5 **SIMPLIFIED MANUFACTURING**



DID THE ENTIRE
COMPANY BUY IN DURING
IMPLEMENTATION?

The right people, the right process, and the best software – each plays its part.

Our ERP consultants are direct employees of Global Shop Solutions, have previous operational, technical, and financial experience, and live by one motto – anytime, anywhere and whatever it takes to make our customers successful. If this means showing up on Saturday – done. If this means working 16-hour days – done. Anytime, anywhere and whatever it takes. With 40 years of serving manufacturing, Global Shop Solutions has developed a **9 stage systematic approach** for achieving go live and the 5 implementation goals.

Stage 1: Infrastructure	Stage 4: Training	Stage 7: Interfaces and Custom
Stage 2: Process Analysis	Stage 5: System Setup	Stage 8: Testing
Stage 3: Details Implementation Plan Analysis	Stage 6: Data Migration	Stage 9: Go Live

**“THE GLOBAL SHOP
SOLUTIONS CONSULTANTS
ARE WILLING TO COME
OUT AND VISIT YOU
ON SITE AND ARE VERY
FOCUSED ON YOU AND
YOUR PROCESS. THEY CAN
EVEN SHOW YOU NEW
CONFIGURATIONS IN THE
SYSTEM YOU WEREN'T
AWARE OF WHILE THEY
ARE THERE WORKING
WITH YOU.”**

Sheri Principato
Vice President

GereMarie Corp.

3

IT TAKES A VILLAGE

Imagine a body builder that eats right, trains every day, but never lifts with his left arm. Pretty strange right? He wouldn't be able to compete as effectively and would struggle to win competitions. Now imagine a manufacturer where every department is trained and using the ERP system but Quality. That manufacturer wouldn't be able to compete effectively and would struggle to retain existing business and win new business.

Manufacturers that run ERP successfully will all tell you one thing – it takes a village. Everyone has to do their part. Each part of your business has to be committed and trained. ERP success starts with a cultural shift at every level to know and use the system – President, CEO, CIO, CFO, Executive, Management, Shop Floor, and Administration. If one person decides it is too difficult, frustrating, or not important to be accurate it can sink the success. Well-trained users will always deliver better results for any software. That is why Global Shop Solutions takes training seriously. So serious in fact that we started our own school – Global Shop Solutions University, which has four main pillars of education.

ERP Boot Camp	Go from quote to cash and learn all the skills you need to use our software and improve your business. This face-to-face, classroom style training is free and available to all Global Shop Solutions users at our global headquarters.
Advanced User Training	In-depth look at real world use cases by role in your manufacturing business. This face-to-face, classroom style training is low cost and intended for the user looking to become exceptional in their role.
Power Up Your ERP	Learn what is new and available to you from our chief trainer and executives including CEO Dusty Alexander. These meetings take place online and in-person and include real world examples from our most successful customers.
Friday Features	The one thing every Global Shop Solutions user should do each week is join Friday Features. This weekly online training is free to all customers and teaches you something new in the system, something core in the system, and features a case study from a successful customer. The best training opportunity in manufacturing is Friday Features.

GLOBAL SHOP SOLUTIONS CUSTOMERS KNOW WHAT TO EXPECT WHEN COMING TO HEADQUARTERS FOR TRAINING.

Here's what the CFO of **K&B Industries** Danny Jordan had to say about one of our Advanced User Training class:

IT WAS VERY COMPREHENSIVE, THOROUGHLY COVERED, EXCELLENT LEADERS/FACILITATORS, AND HELPFUL HANDOUTS!

Global Shop Solutions also offers online Virtual Training, On-Site Consulting, and our industry leading FastCheck ROI where a senior consultant visits your facility for two full days, identifying areas for improvement with your software and general manufacturing process. The typical results of a FastCheck ROI identify tens of thousands of dollars in savings as well as opportunities to increase the velocity of your manufacturing.

The village doesn't end with training. Each and every Global Shop Solutions customer has an Account Representative assigned to their business with the primary responsibilities being

to guide their ERP journey and be the voice of the customer internally. The Account Representative will work to understand your business, your unique needs, and proactively introduce new products, solutions, and new business opportunities from the thousands of customers across the nearly 25 countries and over 20 industries our software is being used. In addition to the Account Representative, Global Shop Solutions has a Custom Development department completely dedicated to responding to the unique and custom development needs of our customer base.

Know what you have and use it. How you start matters. It takes a village. Three simple rules put you on the path to ERP success, using the entire system from quote to cash for your entire business.

ABOUT THE AUTHOR

Adam Grabowski is the Director of Marketing at Global Shop Solutions. He is responsible for translating the company's business objectives into successful brand, marketing, and communication strategies to drive awareness, revenue, and loyalty.

TO LEARN MORE ABOUT THE 3 RULES EVERY ERP SOFTWARE CUSTOMER SHOULD KNOW,
CALL 1.800.364.5958 OR VISIT WWW.GLOBALSHOPSOLUTIONS.COM.